ABSTRACT

The invention provides a call center communication system to handle calls to a call center by obtaining absolute address for a call center resource from a call center resource processor prior to directing the call to the call center resource. The invention includes a first communication system that receives and processes the initial signal to select a call center resource processor and generates and transmits an address query for the call center resource processor. After receiving an address response including an absolute address for the call, the first communication system processes the address response to generate route information to cause a second communication system to route the call to a call center resource in call packets containing the absolute address. The first communication system transmits the route information including the absolute address for the second communication system. After receiving the call through the first communication system, the second communication system routes the call packets including the absolute address for the call center resource. At the call center resource, no translation of the call is needed to direct the call to the call's final destination. Therefore, complex routing equipment at the call center resource can be eliminated. Because the absolute address is identified at the call center resource processor, the invention may also transmit service data over the same communications equipment as the call from the network element system to the call center resource. Separate communications equipment at the call center resource for service data can be eliminated.